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1. (Twice amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

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means for communicating, using a common standardized message structure set, with at least one computer telephony application;

a translation layer for translating messages from the standardized message structure set to the message structure set of one or more of (i) a plurality of PBXs; (ii) a plurality of network servers for a packet telephony network; (iii) a plurality of public switch telephone network (PSTN) switches; (iv) one or more additional telephony environments;

means for actively selecting one of said telephony environments upon receipt of a selection message from said applications programs; and

means for simultaneously transferring an incoming call to a user in communication with the server and providing caller related information to said user.

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6. (Twice amended) A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a

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user's account, means for performing a table lookup to ascertain a full record of information regarding the user's account, and means for displaying such information on a computer screen;

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a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer, said server also being capable of communicating with a plurality of telephony environments including a data network gatekeeper, a PBX, and a PSTN switch, said communications with said telephony environments utilizing different protocols and message sets, said server being manually or dynamically configurable to communicate with the desired telephony environments.

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8. (Twice amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

means for dynamically configuring said server;

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a translation layer for translating messages from the standardized message structure set to the message structure set of any one of plural telephony environments;

means for actively selecting one of said telephony environments upon receipt of a selection message from said applications programs.

The following versions of amended claims 1, 6, and 8 indicate deletions in brackets and additions in underlined bold type:

1. (Twice amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

a translation layer for translating messages from the standardized message structure set to the message structure set of one or more of (i) a plurality of PBXs; (ii) a plurality of network servers for a packet telephony network; (iii) a plurality of public switch telephone network (PSTN) switches; (iv) one or more additional telephony environments; [and]

means for **actively** selecting one of said telephony environments upon receipt of a selection message from said applications programs; **and**

means for simultaneously transferring an incoming call to a user in communication with the server and providing caller related information to said user.

6. (Twice amended) A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the user's account, and means for displaying such information on a computer screen;

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer, said server also being capable of communicating with a plurality of telephony environments including a data network gatekeeper, a PBX, and a PSTN switch, said communications with said telephony environments utilizing different protocols and message sets, said server being [automatically] manually or dynamically configurable [upon receipt of a selection message from said personal computer] to communicate with the desired telephony environments.

8. (Twice amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer

telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

means for dynamically configuring said server;

a translation layer for translating messages from the standardized message structure set to the message structure set of any one of plural telephony environments;

means for **actively** selecting one of said telephony environments upon receipt of a selection message from said applications programs.

Please add new claims 13 – 20 as follows:

13. (New) A method for connecting an incoming call on a CT system, comprising the steps of:

- (a) receiving an incoming call to a CT environment;
- (b) transferring the call to a user of the CT system;
- (c) simultaneously providing information about the incoming call to a CT server;
- (d) sending the information from the CT server to an application;
- (e) retrieving records relating to the caller; and
- (f) transferring the retrieved records to the user.

14. (New) A method for connecting an incoming call on a CT system, comprising the steps of:

- (a) providing a CT server in the CT system;
- (b) connecting the CT server to a plurality of CT environments;
- (c) configuring the CT server so as to be able to communicate with each of the plurality of CT environments; and
- (d) communicating between the CT server and one or more of the CT environments.

15: (New) The method for connecting an incoming call on a CT system as in claim 14, wherein the step of configuring the CT server comprises dynamically configuring the Ct server.

16. (New) The method for connecting an incoming call on a CT system as in claim 14, wherein the step of configuring the CT server comprises configuring upon installation of the CT server.

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17. (New) The method for connecting an incoming call on a CT system as in claim 14, further comprising the step of translating commands into appropriate commands and message structures to enable the selected Ct environment to act thereon.

18. (New) The method for connecting an incoming call on a CT system as in claim 13, wherein the step of receiving an incoming call to a CT environment further comprises selecting between a PBX and a public network.

19. (New) The method for connecting an incoming call on a CT system as in claim 13, wherein the step of selecting between a PBX and a public network further comprises making the selection automatically.

20: (New) The method for connecting an incoming call on a CT system as in claim 13, wherein the step of selecting between a PBX and a public network further comprises making the selection based on operator program selection criteria.

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